

Welcome Family offers a universal, one-time nurse home visit to all mothers and caregivers with newborns up to 8 weeks postpartum in Boston, Fall River, Lowell, Lawrence, Holyoke and Springfield. *A Year in Review* shares annual program updates and accomplishments with our partners, without whom this initiative would not be possible.

### Highlights from the Year

- Welcome Family served 1,420 families with newborns in Fall River, Boston, Lawrence, and Lowell this year. Since the program's initiation in September 2013, Welcome Family has served 3,005 families.
- Welcome Family maintains a focus on continuous quality improvement. This year, as part of the Welcome Family Learning Collaborative, the sites conducted Plan, Do, Study, Act (PDSA) cycles to:
  - Increase referrals to the program
  - Reduce the rate of no-show visits
  - Improve safe sleep practices among participants, and
  - Increase referrals to evidence-based home visiting programs.
- The most common referrals made by Welcome Family nurses were:
  - SNAP
  - Food pantry
  - Parental Stress Hotline

"[Welcome Family] made me realize that there's someone looking out for you. You are not alone. They will give you someone to talk to if you need to. Being a first time mom is crazy. Having that nurse come in, it is so helpful"

"Great for me to hear from a professional that my baby was okay. I was concerned about everything and she explained things to me; made me feel relieved and gave me specifics on what to look for."

"Right after you give birth is very overwhelming...they gave me good tips and advice and made me feel happy...it was very helpful"



### Looking Forward...

- Beginning July 1, 2016, Welcome Family will be offered in two new communities: Holyoke and Springfield. Any mom living in those communities or giving birth at Holyoke Medical Center or Mercy Medical Center is eligible for a Welcome Family visit.
- The Department of Public Health will present on the Welcome Family Learning Collaborative at the CityMatCH Leadership & MCH Epidemiology Conference in Philadelphia, PA in September 2016.

**Thank you for your continued support!**

[www.mass.gov/dph/welcome-family](http://www.mass.gov/dph/welcome-family)

